

National Call Completion Test - April 2012

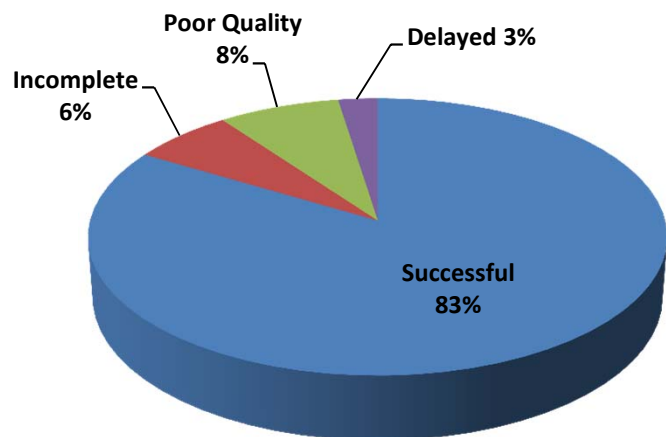
Summary by Service Type

Service Type	2012 RURAL				2012 NON-RURAL				RURAL Total Issues	NON-RURAL Total Issues
	Attempts	Incomplete Calls	Poor Voice Quality	Delayed Setup*	Attempts	Incomplete Calls	Poor Voice Quality	Delayed Setup*		
IXC	4,037	3.5%	5.3%	2.8%	341	0.6%	1.5%	0.6%	11.6%	2.6%
Wireless	1,162	4.3%	9.0%	1.3%	102	1.0%	8.8%	1.0%	14.5%	10.8%
VoIP-Fixed/Cable	991	6.4%	6.5%	3.0%	84	0.0%	1.2%	2.4%	15.8%	3.6%
VoIP-Nomadic	634	28.4%	21.8%	1.4%	54	0.0%	13.0%	1.9%	51.6%	14.8%
Totals	6,824	6.4%	7.6%	2.5%	581	0.5%	3.8%	1.0%	16.5%	5.3%

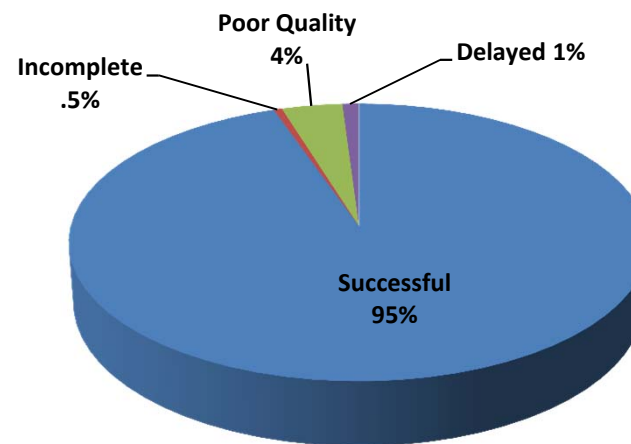
NOTES:

* Calls were recorded as "Delayed Setup" when ring-back began after 15 seconds or more of dead air following dialing. Such calls may have also resulted in incompleteness or poor voice quality; to avoid double counting, these calls are only counted as "Incomplete" or "Poor Voice."

2012 Rural Test Call Results



2012 Non-Rural Test Call Results



National Call Completion Test - April 2012

Summary by Carrier

Carrier	Service Type	2012 RURAL				2012 NON-RURAL				RURAL Total Issues	NON-RURAL Total Issues
		Attempts	Incomplete Calls	Poor Voice Quality	Delayed Setup*	Attempts	Incomplete Calls	Poor Voice Quality	Delayed Setup*		
Carrier Name Redacted	IXC	932	5.4%	7.2%	5.6%	78	0.0%	1.3%	1.3%	18.1%	2.6%
Carrier Name Redacted	IXC	843	1.7%	4.2%	1.9%	72	0.0%	1.4%	0.0%	7.7%	1.4%
Carrier Name Redacted	IXC	284	4.9%	7.0%	1.4%	24	0.0%	0.0%	0.0%	13.4%	0.0%
Carrier Name Redacted	IXC	68	4.4%	26.5%	0.0%	6	0.0%	0.0%	0.0%	30.9%	0.0%
Carrier Name Redacted	IXC	212	1.4%	1.9%	0.9%	18	0.0%	0.0%	0.0%	4.2%	0.0%
Carrier Name Redacted	IXC	70	11.4%	5.7%	7.1%	6	0.0%	0.0%	16.7%	24.3%	16.7%
Carrier Name Redacted	IXC	106	7.5%	8.5%	5.7%	6	0.0%	0.0%	0.0%	21.7%	0.0%
Carrier Name Redacted	IXC	141	5.0%	5.0%	1.4%	12	0.0%	0.0%	0.0%	11.3%	0.0%
Carrier Name Redacted	IXC	496	1.6%	5.8%	2.2%	41	2.4%	2.4%	0.0%	9.7%	4.9%
Carrier Name Redacted	IXC	70	2.9%	1.4%	0.0%	6	0.0%	0.0%	0.0%	4.3%	0.0%
Carrier Name Redacted	IXC	69	5.8%	4.3%	5.8%	6	0.0%	0.0%	0.0%	15.9%	0.0%
Carrier Name Redacted	IXC	608	2.6%	1.5%	1.5%	54	1.9%	1.9%	0.0%	5.6%	3.7%
Carrier Name Redacted	IXC	66	1.5%	1.5%	0.0%	6	0.0%	0.0%	0.0%	3.0%	0.0%
Carrier Name Redacted	IXC	72	5.6%	8.3%	5.6%	6	0.0%	16.7%	0.0%	19.4%	16.7%
IXC Totals		4,037	3.5%	5.3%	2.8%	341	0.6%	1.5%	0.6%	11.6%	2.6%
Carrier Name Redacted	Wireless	424	1.9%	5.7%	0.5%	36	2.8%	11.1%	0.0%	8.0%	13.9%
Carrier Name Redacted	Wireless	214	9.3%	1.4%	3.3%	18	0.0%	0.0%	5.6%	14.0%	5.6%
Carrier Name Redacted	Wireless	69	5.8%	10.1%	0.0%	6	0.0%	0.0%	0.0%	15.9%	0.0%
Carrier Name Redacted	Wireless	77	3.9%	14.3%	1.3%	12	0.0%	0.0%	0.0%	19.5%	0.0%
Carrier Name Redacted	Wireless	378	4.0%	15.6%	1.3%	30	0.0%	16.7%	0.0%	20.9%	16.7%
Wireless Totals		1,162	4.3%	9.0%	1.3%	102	1.0%	8.8%	1.0%	14.5%	10.8%
Carrier Name Redacted	VoIP-Fixed/Cable	285	7.7%	7.7%	3.9%	24	0.0%	4.2%	4.2%	19.3%	8.3%
Carrier Name Redacted	VoIP-Fixed/Cable	68	1.5%	1.5%	0.0%	6	0.0%	0.0%	0.0%	2.9%	0.0%
Carrier Name Redacted	VoIP-Fixed/Cable	72	2.8%	4.2%	2.8%	6	0.0%	0.0%	0.0%	9.7%	0.0%
Carrier Name Redacted	VoIP-Fixed/Cable	71	11.3%	2.8%	0.0%	6	0.0%	0.0%	0.0%	14.1%	0.0%
Carrier Name Redacted	VoIP-Fixed/Cable	281	6.0%	10.7%	5.7%	24	0.0%	0.0%	0.0%	22.4%	0.0%
Carrier Name Redacted	VoIP-Fixed/Cable	142	1.4%	1.4%	0.7%	12	0.0%	0.0%	8.3%	3.5%	8.3%
Carrier Name Redacted	VoIP-Fixed/Cable	72	15.3%	5.6%	0.0%	6	0.0%	0.0%	0.0%	20.8%	0.0%
VoIP-Fixed/Cable Totals		991	6.4%	6.5%	3.0%	84	0.0%	1.2%	2.4%	15.8%	3.6%
Carrier Name Redacted	VoIP-Nomadic	71	14.1%	23.9%	0.0%	6	0.0%	16.7%	0.0%	38.0%	16.7%
Carrier Name Redacted	VoIP-Nomadic	212	25.5%	38.7%	0.0%	18	0.0%	27.8%	5.6%	64.2%	33.3%
Carrier Name Redacted	VoIP-Nomadic	71	18.3%	15.5%	4.2%	6	0.0%	16.7%	0.0%	38.0%	16.7%
Carrier Name Redacted	VoIP-Nomadic	280	36.8%	10.0%	2.1%	24	0.0%	0.0%	0.0%	48.9%	0.0%
VoIP-Nomadic Totals		634	28.4%	21.8%	1.4%	54	0.0%	13.0%	1.9%	51.6%	14.8%
GRAND TOTALS		6,824	6.4%	7.6%	2.5%	581	0.5%	3.8%	1.0%	16.5%	5.3%

NOTES:

* Calls were recorded as "Delayed Setup" when ring-back began after 15 seconds or more of dead air following dialing. Such calls may have also resulted in incompleteness or poor voice quality; to avoid double counting, these calls are only counted as "Incomplete" or "Poor Voice."

REDACTED - FOR PUBLIC INSPECTION

Carrier names redacted for public inspection.

2011 Test Call Results vs 2012 Test Call Results

Summary by Service Type

Service Type	2011 Rural			2012 Rural			Difference		
	Incomplete Calls	Poor Voice Quality	Delayed Setup*	Incomplete Calls	Poor Voice Quality	Delayed Setup*	Incomplete Calls	Poor Voice Quality	Delayed Setup*
IXC	13.0%	5.0%	3.0%	3.5%	5.3%	2.8%	-9.5%	0.3%	-0.2%
Wireless	7.0%	3.0%	5.0%	4.3%	9.0%	1.3%	-2.7%	6.0%	-3.7%
VoIP-Fixed/Cable	18.0%	2.0%	0.0%	6.4%	6.5%	3.0%	-11.6%	4.5%	3.0%
VoIP-Nomadic	51.0%	13.0%	5.0%	28.4%	21.8%	1.4%	-22.6%	8.8%	-3.6%
Totals	16.0%	4.0%	4.0%	6.4%	7.6%	2.5%	-9.6%	3.6%	-1.5%

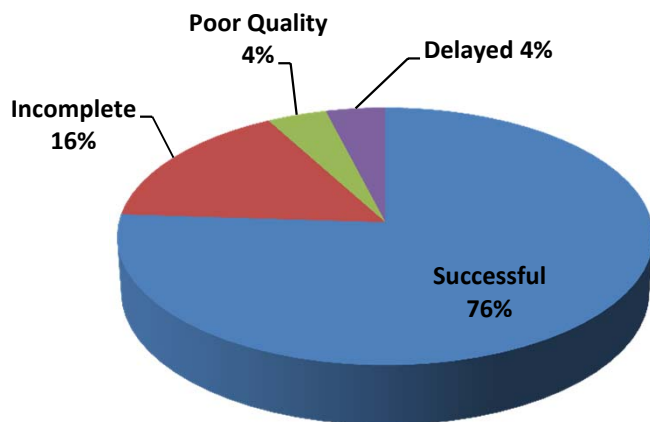
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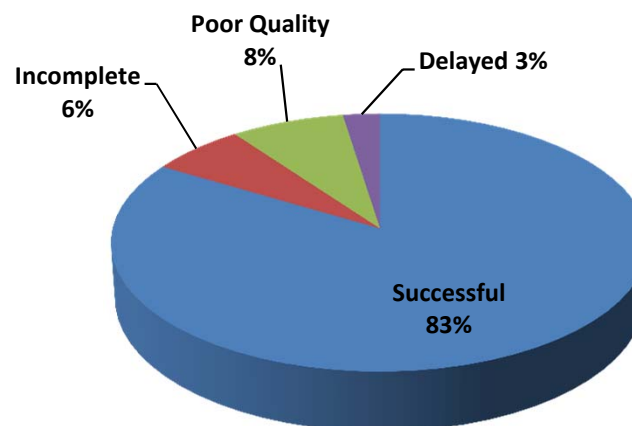
- This summary reflects overall results of all carriers tested in either 2011 or 2012. Not all carriers were tested both years.

- A list of carriers tested in both years is provided on the *2011 vs 2012 Summary by Carrier*.

2011 Rural Test Call Results



2012 Rural Test Call Results



2011 Test Call Results vs 2012 Test Call Results
Summary by Carrier

Carrier	Service Type	2011 Rural			2012 Rural			Difference		
		Incomplete Calls	Poor Voice Quality	Delayed Setup*	Incomplete Calls	Poor Voice Quality	Delayed Setup*	Incomplete Calls	Poor Voice Quality	Delayed Setup*
Carrier Name Redacted	IXC	9%	0.9%	0.9%	5.4%	7.2%	5.6%	-3.6%	6.3%	4.7%
Carrier Name Redacted	IXC	14%	2.6%	8.6%	1.7%	4.2%	1.9%	-12.1%	1.6%	-6.7%
Carrier Name Redacted	IXC	12%	11.9%	1.9%	4.9%	7.0%	1.4%	-7.0%	-4.9%	-0.5%
Carrier Name Redacted	IXC	0%	3.6%	0.0%	7.5%	8.5%	5.7%	7.5%	4.9%	5.7%
Carrier Name Redacted	IXC	25%	3.1%	4.1%	1.6%	5.8%	2.2%	-23.4%	2.8%	-1.9%
Carrier Name Redacted	IXC	5%	8.8%	8.8%	2.6%	1.5%	1.5%	-2.9%	-7.3%	-7.3%
IXC Totals		13%	5.1%	3.7%	3.4%	5.2%	3.0%	-9.9%	0.0%	-0.7%
Carrier Name Redacted	Wireless	3%	1.1%	4.2%	1.9%	5.7%	0.5%	-1.3%	4.6%	-3.7%
Carrier Name Redacted	Wireless	1%	4.5%	11.2%	4.0%	15.6%	1.3%	2.8%	11.1%	-9.9%
Wireless Totals		2%	2.7%	7.6%	2.9%	10.3%	0.9%	0.7%	7.6%	-6.7%
Carrier Name Redacted	VoIP-Fixed/Cable	18%	2.0%	0.0%	6.0%	10.7%	5.7%	-12.3%	8.6%	5.7%
VoIP-Fixed/Cable Totals		18%	2.0%	0.0%	6.0%	10.7%	5.7%	-12.3%	8.6%	5.7%
Carrier Name Redacted	VoIP-Nomadic	40%	9.3%	9.3%	14.1%	23.9%	0.0%	-25.5%	14.6%	-9.3%
Carrier Name Redacted	VoIP-Nomadic	64%	3.4%	0.0%	25.5%	38.7%	0.0%	-38.3%	35.2%	0.0%
Carrier Name Redacted	VoIP-Nomadic	28%	6.5%	47.8%	18.3%	15.5%	4.2%	-10.0%	9.0%	-43.6%
VoIP-Nomadic Totals		46%	6.1%	17.7%	21.8%	31.1%	0.8%	-23.8%	25.0%	-16.8%
GRAND TOTALS		16%	4.8%	5.7%	4.8%	8.3%	2.6%	-10.8%	3.6%	-3.1%

NOTES:

* Calls were recorded as "Delayed Setup" when ring-back began after 15 seconds or more of dead air following dialing. Such calls may have also resulted in incompleteness or poor voice quality; to avoid double counting, these calls are only counted as "Incomplete" or "Poor Voice."

- This summary reflects only the carriers tested in both 2011 and 2012.

- Totals on this summary do not match the totals on the *Summary by Service Type*, as additional carriers were tested in either year.

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Carrier names redacted for public inspection.